Job Description

Job Title Support Worker (Sheltered Housing)

Level 4

Service Housing Services – Housing Operations

Job Purpose

To assist the Co-ordinator – Housing and the Team Leader – Sheltered Housing in the provision of an efficient and effective sheltered housing service.

Date: 28 July 2026



Post Responsibilities:

- Maintain regular contact with all tenants and to respond to emergency calls.
- Maintain a list of emergency contacts and support resources available and work in partnership with other agencies.
- Develop and maintain individual personal support plans.
- To encourage and promote meaningful activities that support a person centred approach.
- Responsibility for assisting tenants in mobilising appropriate services, e.g. home care, medical, nursing service, housing service.
- Oversee the maintenance and repair of equipment in the centre.
- Supervise communal areas and facilities and be responsible for the arrangement for the cleaning of these rooms whilst being aware of the policy regarding health and safety and to implement these procedures.
- To apply and adhere to council policies and procedures.
- Ensure adherence to relevant legislation, external policy and safety practices.
- Awareness and application of customer service standards.
- Ensuring information and advice is communicated in a clear, concise and accurate manner through written and verbal communication.
- Ability to meet targets in accordance with set timescales.

Possession of:

- SVQ2 in Social Care is desirable or applicant must have the ability to work towards attaining it within the required timescales to meet the current and future registration requirements of the SSSC.

- European Computer Driving Licence (ECDL) would be an advantage.

Substantiated ability to:

- Demonstrate genuine empathy and concern for vulnerable people and the ability to adapt communication skills as appropriate.
- Excellent written and verbal communication skills.
- Demonstrate skills to negotiate and influence and the ability to promote independence in appropriate aspects of daily living.
- Demonstrate an understanding of the “person centred” approach.
- Work on own initiative but also as part of a team.
- Be responsive to the needs and demands of customers.
- Demonstrate good organisational skills with the ability to manage own workload.
- Be flexible in respect of the workload delivery and to participate in a 7 day work rota.
- Meet the standards of performance required under the Values and Behaviors of South Ayrshire Council’s Competence Framework
- Remain calm and ability to deal with a crisis.

Demonstrable experience of:

- Working with vulnerable and challenging client groups and the ability to deal with diverse situations.
- Previous knowledge/experience of providing support or personal care.
- Working in a regulated environment would be an advantage.
- Dealing with difficult and delicate situations.
- Using innovative ideas to motivate self and others is desirable.

Proven Technical Understanding of:

- Ability to record and communicate information accurately in an appropriate medium.
- Awareness of health and safety in the workplace.

In terms of the Protection of Vulnerable Groups (Scotland) Act 2007, this post is designated as Regulated Work. Consequently, in order to undertake the duties of this post, you must hold Membership of the Protecting Vulnerable Groups (PVG) Scheme.

If you are charged with any offence or are involved in any activity which may have implications for your membership of the PVG Scheme, you must immediately notify your Line Manager.

Applicants must be able to recognise, and report concerns about the wellbeing of children and vulnerable service users and be able to maintain appropriate professional relationships with service users.

Must be able to travel efficiently and effectively between various locations.